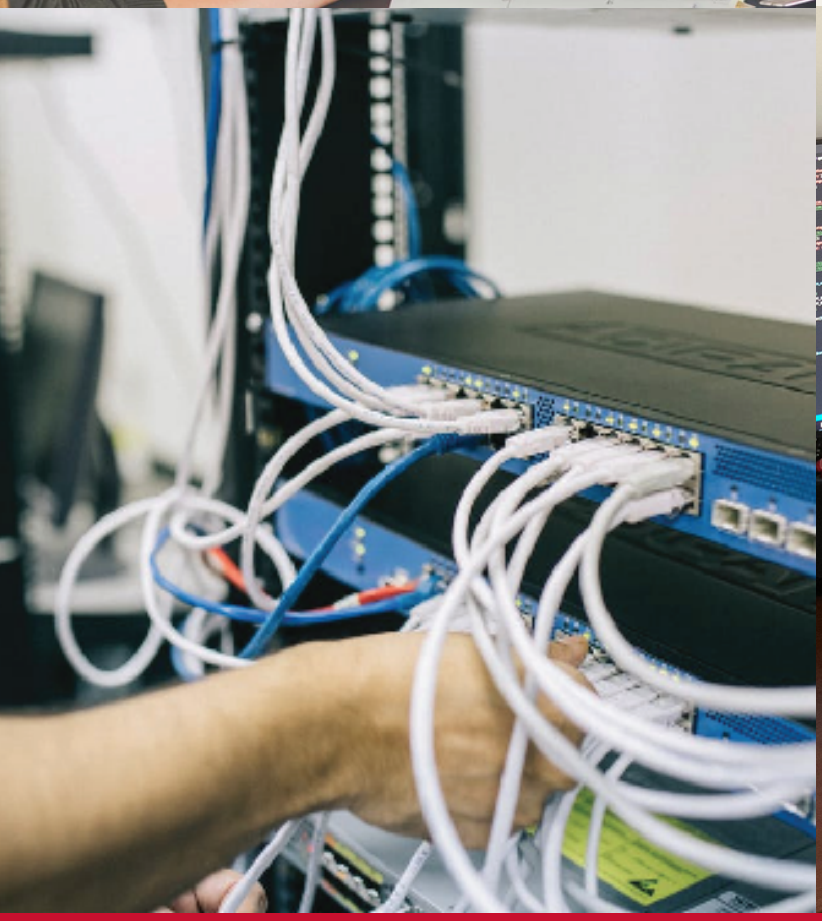
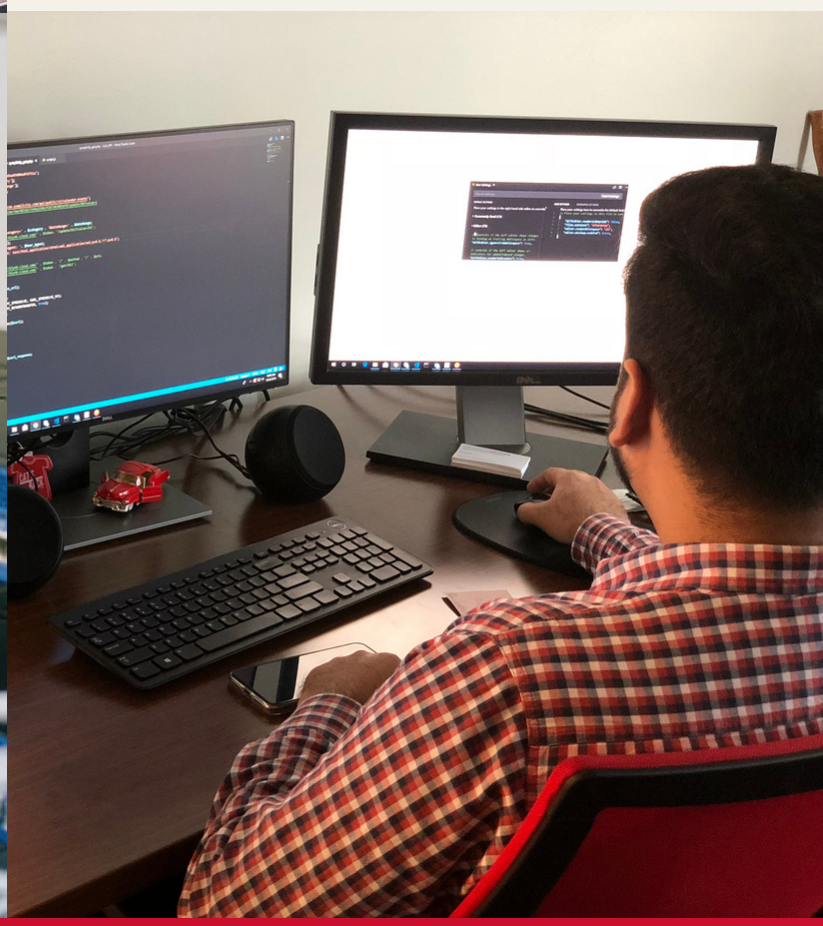
Program Questionnaire
FY 23-24





STUDENT AFFAIRS IT SERVICES

Providing Reliable Support &
Innovative Technology Solutions

STUDENT FEES ADVISORY COMMITTEE (SFAC)

FY2024 PROGRAM QUESTIONNAIRE

INSTRUCTIONS: *Please respond to all questions. Restate the question before providing your response.* ***An electronic copy of your responses in PDF format should be sent to: SFAC Chair, in care of the Dean of Students Office, at dlyoung4@central.uh.edu by 1:00 p.m., Thursday, October 13, 2022. It should be noted that only electronic submissions will be considered. Only those requests submitted by 1:00 p.m., October 13, 2022 will be guaranteed full consideration.***

1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

DSA IT Services optimizes IT Support throughout the Division, covering 23 departments and 7 University Sponsored and 3 University Affiliated organizations, including Support for 10 Department Specific Applications & Databases, 26 servers, 57 websites, and 768 computers (734 computers in use)

- **Mission:** The DSA IT Services department is committed to providing reliable support and innovative technology solutions for department services, programs, and resources that sustain an environment dedicated to student success.

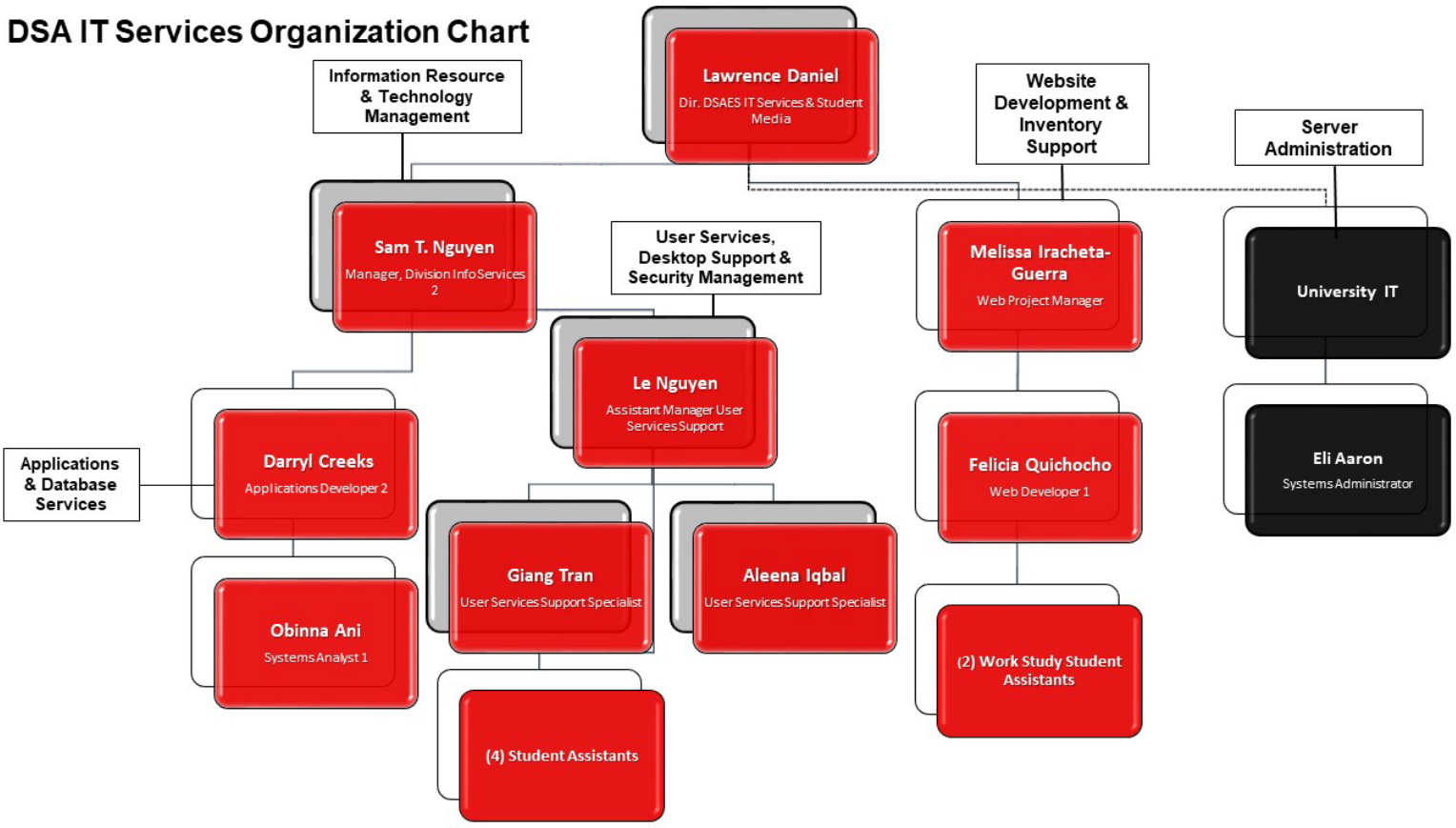
- **Vision:** Working collaboratively, DSA IT Services will maintain an efficient and proactive information technology environment that provides seamless Support and tier-one customer service to elevate staff productivity, programs, and services.

DSA IT Services receives a direct allocation from the Student Fees Advisory Committee. It provides desktop, website, and application support to Division of Student Affairs (DSA) departments, programs, and resources to sustain an environment dedicated to student success. We also support seven University Sponsored and three University Affiliated organizations. Additionally, we have six student staff positions who serve as technicians. This opportunity provides an experiential learning environment that is beneficial in developing future IT professionals and those looking to learn more about the Information Technology field.

Our student staff is involved in the application and desktop support projects, including troubleshooting, remote system restarts, the new system installs, and rebuilds. This year we will be adding opportunities for work-study students to work with website and computer inventory management. DSA IT Services Student Employees are offered jobs at major companies locally and nationally before or after graduation.

Our staff is committed to the success of the student leaders, student employees, and DSA staff. The best way for our department to contribute to this goal is by ensuring that all technical systems and computers are updated and maintained to a high degree.

2. Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.



3. List your unit's strategic initiatives and action steps identified for the 2021-2022 academic year and cite the specific Division of Student Affairs (DSA) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

DSA Plan: (http://uh.edu/dsa/about/strategic-planning/)

UH Goals: (http://uh.edu/about/mission)

Staff Development
Strategic Initiative: Support DSAES IT Services Staff by providing opportunities for professional development.

- **Status – On-Going:** Received One-time funding to support Professional Development for DSA IT Services Staff and student training initiatives. In FY 22, a full-time staff member and two student employees were certified in cyber-security.

Review Computer Replacement Budget
Working with DSAES senior leadership, review the current computer replacement budget to ensure that it continues to support replacement needs and remains sustainable over time for DSA departments. (Collaboration) (UH 2)

- **Status - In Progress:** DSA IT Services received one-time funding to cover the replacement gaps for replacement needs for FY 23 and FY 24. Thanks to this timely Support from SFAC, we can secure funding for future replacement needs for the division.

Awareness of IT Activity
On behalf of DSAES departments, proactively establish an IT environment that is more aware of upcoming IT changes, updates, and upgrades.

- **Status – Changed:** Shifted to FY 23. This will include an assessment that evaluates the level of awareness DSA Staff has regarding the services and resources provided by DSA IT Services. This will provide insight and allow us to capture false perceptions and learn more about gaps in service.

4. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

Utilization Reports:
Support Stats

- 11 University Sponsored and Affiliated Student Organizations
- 10 Department Specific Applications & Databases
- 26 DSA Departments
- 26 Servers
- 57 Website
- 768 computers (734 computers in use)

Numbers - Customer Service Stats
Desktop Support Requests

- 1,424 Support Requests from Sept. 2021 - Aug. 2022
- 1,266 Support Requests from Sept. 2020 - Aug. 2021
- 1,134 Support Requests from Sept. 2019 -Aug. 2020
- 1,853 Support Requests from Sept. 2018 -Aug. 2019
- 1,628 Support Requests from Sept. 2017 – Aug. 2018
- 1,657 Support Requests from Sept. 2016 – Aug. 2017
- *1,731 Support Requests from Sept. 2015 – Aug. 2016
  *- First year using online ticket system data

Website Support Requests

- 1,967 Support Requests from Sept. 2021 - Aug. 2022
- 1,567 Support Requests from Sept. 2020 - Aug. 2021
- 1,688 Requests from Sept. 2019 - Aug. 2020
- 1,463 Requests from Sept. 2018 -Aug. 2019
- 1,565 Requests from Sept. 2017 – Aug. 2018
- *1,733 Requests from Sept. 2016 – Aug. 2017
  *- First year using online ticket system data

Assessment Highlights 2021-2022:
DSA IT Services initiated an online assessment this past year, focusing on overall IT support satisfaction. As we continue to learn more about the departments and students we serve, our focus remains on maintaining excellent customer service.

An assessment was completed that provided feedback and measured DSA IT Services' level of service, response time to specific IT needs, and suggested growth opportunities. The results are below.

- 89.66% response rate to requests within 24 hours
- 91.66% of the issues reported were resolved within 24 hours
- 97.5% of issues were resolved the first time we were contacted
- 91.66% satisfaction with the OVERALL timeliness of the service
- 92.4% satisfaction with the OVERALL quality of the service

Actions to be taken as a result of this Activity:

- DSA IT Services will increase Resolve Rates by lowering the number of times our techs have to address the same issues on a computer, and we will schedule follow-up appointments for our techs to re-check the case to ensure that the issue is resolved.
- DSA IT Services will continue to send staff to training and workshops to ensure that they are aware of new trends, software updates, and best practices.
- DSA IT Services will continue to focus on training users on troubleshooting and quick fixes. Additionally, the DSA IT Services website is updated to provide access to University-wide IT information.

5. Please discuss any budget or organizational changes experienced since your last (FY2023) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections.

2021-2022 Department Highlights:

- We are launching a new all-in-one IT service request portal for Desktop, Website, and Inventory support.
- Worked with Enrollment Services to successfully transition the Support of 278 computers.
- As part of the transition of Enrollment Services to Academic Affairs, DSAES IT Services changed its name back to DSA IT Services
- During the weekend of Move-In and the first weekend of UH WOW, DSA IT Services partnered with CSI and CSM to host Playfair. This event brought close to 700 students together to meet and participate in Ice Breakers.
- Two student employees and a full-time staff member completed SANS certification Training, which focused on Hacker Tools, Techniques, and Incident Handling.

2021 – 2022 Personnel Updates

- Henry Mata joined the DSA IT Services team in September 2021 as an Application Developer 1
- Henry Mata, Application Developer 1, departed the DSA IT Services team in May 2022 for a position with UH Campus Solutions Services
- Viet Nguyen, User Services Specialist II, departed DSA IT Services in February 2022
- Kyle Stehling, Assistant Manager for Web Development and Design, departed DSA IT Services in February 2022 for a position with UH Marketing.
- Brian Buted, User Services Specialist II, departed the DSA IT Services team in May 2022
- Aleena Iqbal joined the DSA IT Services team in April 2022 as a User Services Specialist II
- Melissa Iracheta-Guerra joined the DSA IT Services team as the new Web Project Manager

6. If your unit concluded FY2022 with a Fund 3 addition to Fund Equity in excess of $5,000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).

$55,237.00 in lapsed salary was returned to SFAC. During FY22, DSA IT Services had a total of 3 full-time vacancies.

7. Please list your 2023-2024 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs Values and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

Strategic Initiative: Review DSA IT Services workflow processes to ensure that IT Support and service are delivered efficiently and effectively.

- **Action Steps:** Establish a division-wide IT support workflow guide that details all DSA IT Services offerings, cross-training references for staff, succession plans, and formal processes related to all IT Service Requests
- **Action Steps:** Promote DSA IT Services offerings to create awareness of all services provided.

Strategic Initiative: Support DSA IT Services Staff opportunities for professional development.

- **Action Steps:** Support the attendance of training, conferences, and workshops related to information technology and application support.
- **Action Steps:** Secure funding and Support for IT certifications related to application, website, and desktop support.

Strategic Initiative: Establish new assessment measures related to the usage and satisfaction of IT resources, and implement policies and procedures established by DSA Information Resource Management (IRM) Plan.

- **Action Steps:** Adjust policies to ensure full IT support for all 23 DSA departments.
- **Action Steps:** Assess the IT environment to identify support holes amongst the 23 DSA departments.

8. Recognizing that the potential to generate additional Student Service Fee income for FY2024 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. **Please provide a narrative of how your unit would accommodate a reduction of 3.5, 5.0 or 7.5% in your total FY2024 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made. A spreadsheet has been created to assist in this process. Please include a copy of the spreadsheet with your questionnaire submission.**

- A **3.5%** reduction to the DSA IT Services' current budget would result in a **$35,422.00** budget cut, impacting computer replacement and eliminating the travel budget, impacting our ability to execute our four-year staff replacement plan.

- A **5.0%** reduction to the DSA IT Services' current budget would result in a **$50,603.00** budget cut, impacting computer replacement and eliminating both the travel and professional development budget, which would significantly impact our ability to execute our 4-year staff replacement plan.

- A **7.5%** reduction to the DSA IT Services' current budget would result in a **$75,904.00** budget cut, impacting computer replacement and eliminating both travel and professional development budget, which would significantly impact our ability to execute our 4-year staff replacement plan.

STUDENT SERVICE FEE Questionnaire

Name of Unit:DSA IT Services
Dept#: H0616

Funding Sources	FY 2024 Base Budget	FY 2024 Amount of 3.5% Reduction	FY 2024 Amount of 5.0% Reduction	FY 2024 Amount of 7.5% Reduction
Student Service Fees- Base Budget	1,012,054	35,422	50,603	75,904

Expenses		Amount of 3.5% Reduction	Amount of 5.0% Reduction	Amount of 7.5% Reduction
Salaries and Wages				
Full-time Employee Salaries				
Student Workers Wages				
Graduate (GA/IA) Students Wages				
Fringes		-	-	-
Salaries/Fringes Total		0	0	0
Other Expenses				
Computer Supplies/Repairs		19,617	30,059	53,929
Travel		13,800	13,800	13,800
Professional Development			3,879	3,879
Admin Charge Enter %	6%	2,005	2,864	4,296
Other Expenses Total		**35,422**	**50,602**	**75,904**
TOTAL EXPENSE		35,422	50,602	75,904
Amuount left to allocate		(0)	0	(0)

9. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? **If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.**

DSA IT Services receives $37,500 annually from University Information Technology to support technology enhancements for the Division of Student Affairs.

10. Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

No services exist that overlap between what University IT can offer versus what DSA IT Services provides. Through Service Level Agreements, University IT currently supports Student Housing and Residential Life.

However, DSA IT Services provides direct Support to 23 departments, 7 University Sponsored and 3 University Affiliated student organizations, including Support for 10 Department Specific Applications & Databases, 26 servers, 57 websites, and 768 computers.